

Mobile Billing policy

1. Your billing cycle starts from the 1st of each month and you'll receive an invoice from us each month.
2. You'll receive an invoice from us on 10th of each month, and if that happened to be a weekend or public holiday on the 10th of each month, you'll receive it in the following business day.
3. A full monthly fee will be charged during registration, which is the credit for the 2nd monthly fee. We'll charge on the pro-rata basis.
 - As an example, if you register on 5th of Jan, we'll charge you a full monthly fee which will be held as a deposit and redeemed on February. If the service is activated on 7th of Jan, you'll receive an invoice from us on the 10th of Jan for the 25 days of Jan. We'll charge you after 10 business days for the 25 days in Jan. Your next invoice will be on 10th of Feb with any other excess use of Jan and a full monthly fee of March.
 - Next example, if you register on 15th of Jan, we'll charge you a full monthly fee which will be held as a deposit and redeemed on February. If the service is activated on 17th of Jan, you'll receive an invoice from us on the 10th of Feb including 15 days of January, any excess usage in January and full monthly fee of March. Following that you receive next invoice on 10th of March including any excess usage for February and full monthly fee of April.
4. Invoice will be sent within 10 business days of the end of your billing cycle, which includes full monthly fee of next month and excess usage of last month if applied.
5. After you receive the invoice, you'll be provided with 10 business days to pay your bill.
6. All charges relating to the current billing period will be included in your monthly invoice and we agree not to invoice you for charges older than 160 days from the date the charges were incurred.
7. Charges for the service will be based on the plan chosen by you. You'll be invoiced monthly for all calls, service(s), usage, or other charges. You'll be charged ten days after your invoice date. Some charges may not appear on your monthly invoice such that they may appear on future billing due to processing procedures.



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9. Refer to the Critical Information Summary (CIS) of your nominated OCCOM plan for standard fees and charges.
10. Any charges billed to you after the cancellation date from your previous service provider will be due and payable by you to that provider.
11. If you choose to have paper bill instead of the digital version, we may charge you a paper invoice fee of \$10.
12. For general billing, bank account and direct debit terms please visit at <https://www.occom.com.au/terms/Terms-and-Conditions.pdf>